

Specialized Transit Plan



Public Information Centre

November 2020

Agenda

- Overview of the Specialized Transit Plan
- Recommended service improvements
- Proposed service standards
- Next steps
- Feedback

Overview – Specialized Transit Plan

The Town of Halton Hills is developing a Specialized Transit Plan to improve the ActiVan service within the Town of Halton Hills.



Overview – Specialized Transit Plan

Objectives

- ✓ Review the current service and recommend short-term improvements.
- ✓ Plan for future demand and create service standards to improve customer experience.
- ✓ Engage existing customers and general public to solicit feedback on current service and future developments.

Overview – Specialized Transit Plan

Phase 1

- Short-term recommendations to address operational questions
- Presented to Council on September 28, 2020

Phase 2

- Feedback from customers & public
- Medium and long-term recommendations to address customer priorities and future demand
- Targeted completion Summer 2021

Recommended Service Improvements

Phase 1

Overview – Recommended Improvements



Service

Improve trip booking experience

Eligibility

Update eligibility form to better understand applicants

Cross-boundary travel

Improve transfer connection experience

Phase 1 recommendations focus on short-term improvements for service delivery and meeting the AODA requirements.

AODA (Accessibility for Ontarians with Disabilities Act)

Recommended Improvements



Extending trip booking hours

- Customers will have the option to book trips up to 3 hours before the end of the service day, including weekends

Shortening the booking window

- Customers will be able to book trips 7 days in advance, rather than having to book 30 days in advance

Recommended Improvements



Increasing evening & weekend capacity to:

- Accept bookings
- Schedule trips & vehicles
- Respond to customer inquiries

Recommended Improvements

Update application form for persons with disabilities & seniors



- Provide the opportunity for people to tell us about their own needs and abilities, rather than only asking the health professional
- Include all disabilities, not just physical
- Expand the types of health professionals that can complete the form to include mental health and cognitive disability professionals

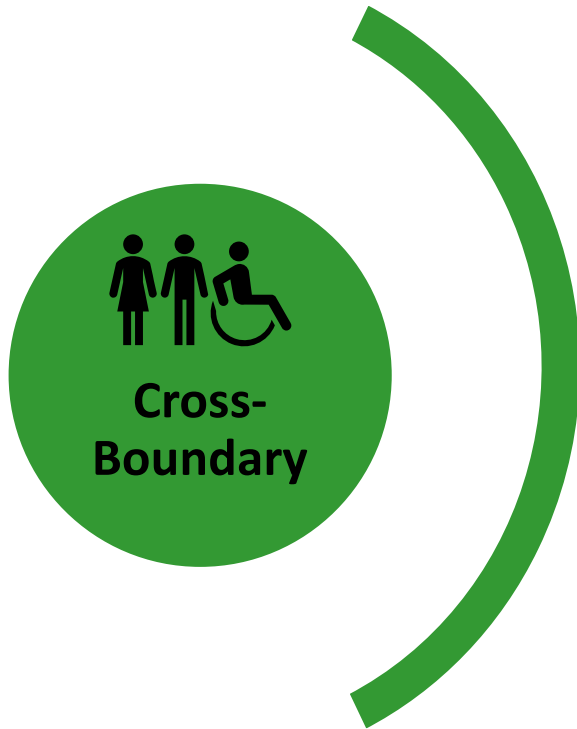
Recommended Improvements

Set up better transfer points for Milton & Region of Peel at:

- Lisgar GO station
- Regional Road 25/ Highway 401 GO bus stop
- Milton Crossroads Walmart bus stop

Provide more inter-regional transfer information on our website

Improve schedules to make transfers more seamless



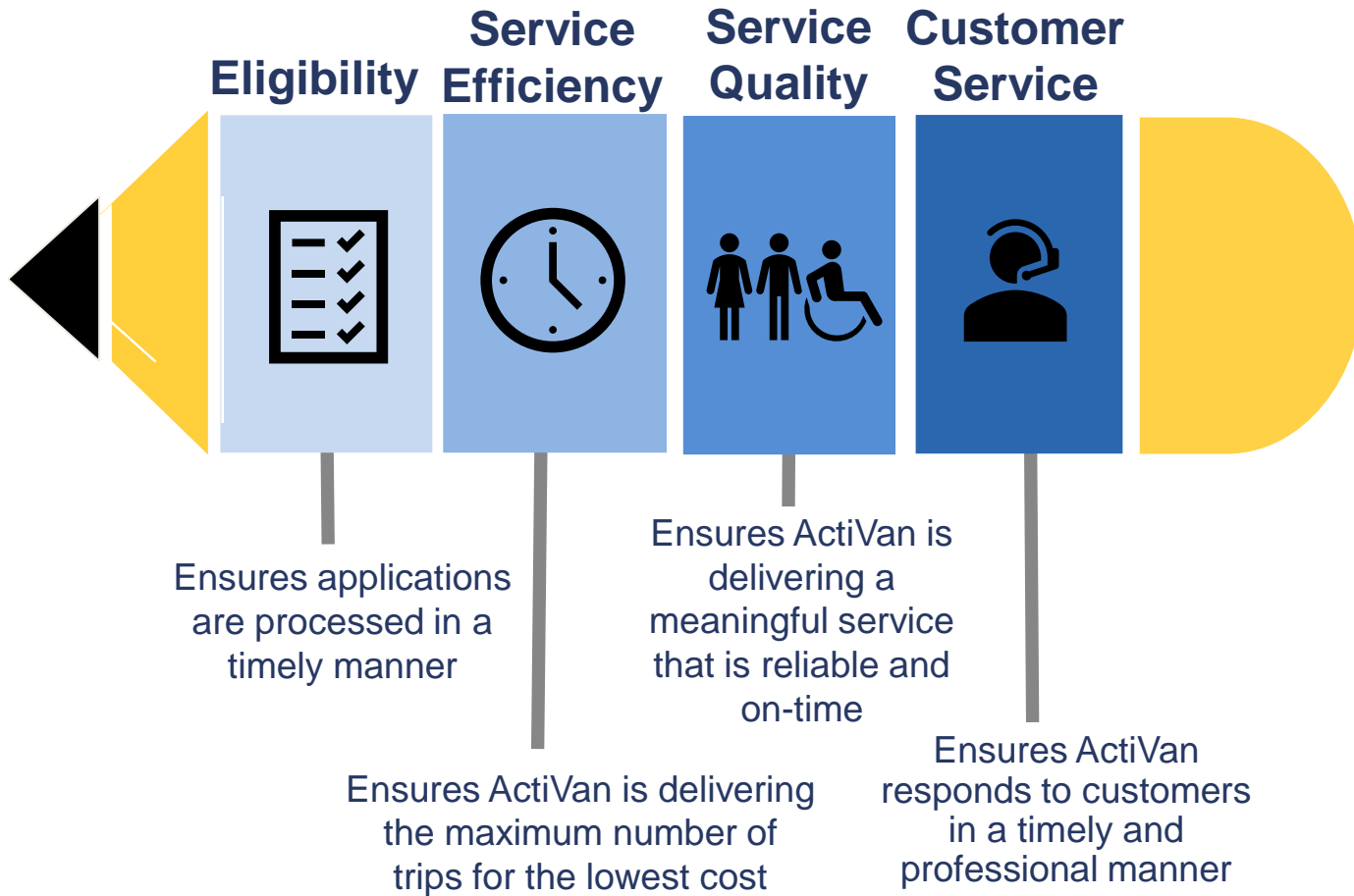
Proposed Service Standards

Phase 2

Proposed Service Standards

- **What are service standards?**
 - A set of measurable goals that ActiVan is striving towards in order to provide excellent service
- **Why are they important?**
 - They allow us to plan our policies, practices, and service for the future

Service Standard Categories



Service Standards

1



Eligibility

1.1 Decision Time Frame

ActiVan will review and process new customer applications within 7-14 calendar days. This meets the AODA standard.

AODA (Accessibility for Ontarians with Disabilities Act)

Service Standards

2



Service
Efficiency

2.1 Cost per Trip

ActiVan will keep costs to the municipality in a sustainable range.

2.2 Number of Trips per Hour

ActiVan will deliver the maximum number of trips possible at any given time.

Service Standard Categories

2



Service
Efficiency

2.3 Cancellations & No-shows

Cancellations & no-shows affect everyone. When a customer cancels last minute or no-shows for their trip, the trip is a wasted trip and could have been used for another customer.

It is important that ActiVan monitor and manage this challenge to ensure they have the least amount of wasted trips possible.

Service Standards



3.1 Trips per Capita

ActiVan will provide the level of service that is appropriate based on the Town's population.

3.2 Trip Duration

ActiVan will minimize the amount of time that passengers spend on the vehicle.

3.3 On-time Performance

ActiVan will monitor and ensure it meets or exceeds industry standards for on-time performance.

Service Standards

4



Customer
Service

4.1 Time on Hold

ActiVan will minimize the time customers spend on hold when calling to book a trip or contacting dispatch.

4.2 Customer Contact Response Time

Regardless of the method in which our customers contact us with inquiries and/or complaints, we will respond promptly within 2 days.

Your Feedback



Your feedback is important to us and we want to hear from you!



Tell us about your ActiVan experience by completing the survey, leaving comments or asking the Town a question.



These tools and additional background info can be found on our public engagement platform: letstalkhaltonhills.ca/specialized-transit-plan

Next Steps



Attend the phase 2 Public Information Centre in spring 2021



See the phase 2 recommendations report in summer 2021

Thank You



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letstalkhaltonhills.ca/specialized-transit-plan